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Megan Smith

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Technical Skills

JavaScript | ES6 | React | Redux | HTML | CSS/Sass | NodeJS | PHP | Ruby

Professional Experience

Tile | Software Engineer | San Mateo, CA **July 2016 - August 2020 (Full Time)**
www.thetileapp.com **August 2020 - Present (Part Time)**

- Collaborated with design, product management, customer care, marketing, engineering, and external agencies to deliver key features of thetileapp.com
- Created a monitoring & alerting process using PagerDuty, internal logs, and Tile Data Engineering, resulting in production bugs being caught in an average of 6 minutes versus a range of hours
- Ensured stability and high performance throughout the year of the e-commerce site by monitoring AWS, Google Analytics, New Relic, especially during peak high traffic seasons
- Implemented and monitored Optimizely AB experiments, allowing the company to make decisions such as not offering Tile Premium at checkout without PayPal, because it leads to a 40% lower conversion
- Used AWS SQS to process orders, resulting in 100% uptime when NetSuite, our e-commerce software goes down
- Switched to a continuous delivery model, by automating our deployment pipeline in Jenkins, resulting in a decrease of manual QA by 100% and increase developer productivity by at least 2 hours a week
- Conducted in-depth code reviews using Github, preventing at least one bug per month and maintaining consistent patterns and best practices both in code and associated tests, ensuring future maintainability
- Participated in an Intern Tour at Vassar University, Tile's mentorship program and SWAT (Women at Tile)

Software Engineering Projects

Premium at Checkout | Tile

Developed a new experience for purchasing a Tile Premium subscription along with Tile hardware products and launched it as an AB experiment

- Integrated our custom React checkout flow with Stripe, Chargebee, and Tile Services to allow purchasing a subscription with credit cards or PayPal
- Built a portal, using React and Redux, where customers can activate, cancel, and view their subscription along with update their shipping address and payment information
- Supported company-wide initiative to launch Tile Premium, increasing conversion of Tile users to Premium by an additional 5% on the web
- Launched as an experiment using Optimizely, slowly rolling out the feature with one control and two variations, allowing us to determine the impact the feature had on customers, saving 20K in revenue

Content Management System Migration | Tile

Planned and implemented migration from a slow, buggy CMS to Contentful, an API first headless CMS

- Prototyped three alternative solutions, including building our own and decided on the best option based on our defined unique requirements
- Integrated a new Node web server that handles incoming Http requests using content from Contentful, resulting in a decrease of production bugs by 30% and making content editors 7 times more efficient
- Built a translation UI extension using Node and Bull Queue to process jobs that upload and download strings to and from Transifex, allowing the Tile Website to reach an additional 200K customers every month in their native language and currency

Education and Accomplishments

Hack Reactor, San Francisco Software Engineering Immersive Bootcamp

February 2016 - May 2016

UC Berkeley BS Business Administration, Haas School of Business

August 2013 - May 2015

Toastmasters Competent Communicator Award

May 2017 - Present